

# INPUT®

Information ~~Systems~~ <sup>SERVICES</sup> Industry

Systems Integration Program

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## SYSTEMS INTEGRATION PROGRAM

Systems Integration (SI) provides a complete solution to a complex information system, networking or automation requirement through the custom selection and implementation of a variety of information products and services. A thorough understanding of the importance and impact of SI on both vendors and users is essential in the dynamic information processing market of the 1990's.

The business urgency of large-scale project development, the multivendor requirements of state-of-the art solutions, the absence of acceptable off-the-shelf solutions, and the user desire for a single vendor interface are all contributing to the shift to the SI approach. In this market the vendor takes responsibility for the overall management of an SI contract and is the single point of contact, responsible to the buyer for delivery of the solution, on schedule, and at the contracted price.

INPUT's Systems Integration Program provides answers to the questions being raised in this rapidly growing and changing market. It is based on over six years of research into this area. INPUT characterized 'System Integration' in 1983 as "the two magic words that could change the whole information systems industry."

Some SI contracts include a requirement for systems operations (SO), where the vendor manages all or part of the users information processing functions under a long term contract, with the contractor planning, controlling, managing and operating the system(s) providing service to the user. A special report, "Systems Operations-Opportunity for the 1990's", was included in INPUT's 1989 SI Program and forecasts for this market are included in the 1990 SI market analysis report.



## MARKET ANALYSIS REPORTS

### SYSTEMS INTEGRATION & SYSTEMS OPERATIONS MARKET ANALYSIS

This report examines systems integration (SI) and operations (SO) trends and issues in the U. S. domestic market. SI user expenditures are forecast for the next five years by vertical industry market, by type of SI (application, network and data), and by component (information processing equipment, software packages, professional services and associated services). SO user expenditures are also forecast by vertical industry market as well as by service mode (processing services and professional services). Particular attention is paid to commercial market opportunities, with the federal market treated as one of fifteen vertical markets. The federal market is covered in greater detail in a separate report.

### SYSTEMS INTEGRATION VENDOR PROFILES AND ANALYSIS

This report analyzes vendors within a competitive structure (hardware vendors, professional services firms, communications companies, and aerospace companies) and identifies similarities and differences in a variety of areas. These include: organization, financial characteristics, strategies and markets, capabilities and products. In-depth profiles of key vendors, including the industry leaders, are provided.

### IMAGE PROCESSING IN SYSTEMS INTEGRATION

This report examines image processing systems integration opportunities. Topics include trends in image technology and the forces driving users to include image in application solutions. Applications of this technology in specific vertical markets are identified and a sample of existing projects are examined. The report provides a forecast of user expenditures for SI contracts with major image content, identified by vertical industry and application.



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"Hotline" Inquiry service

The support service provides responses to 'short term' research needs (requiring less than two hours) as well as clarification and/or amplification of report and presentation data.

On-Site Visit

An INPUT consultant presents SI research results and industry forecasts at your site. Your issues and interests are discussed along with industry trends. Your cost is limited to travel expenses.

INPUT maintains a data base of existing SI contracts to support its market analysis activities. The data base includes a number of important project characteristics that are a source for responses to client "hotline" inquiries.





# Systems Integration Program

## THE SYSTEMS INTEGRATION OPPORTUNITY

Systems Integration (SI) is the provision of a total solution for complex information systems requiring multiple products and services. It is of strategic interest and importance to both users and vendors.

The urgency of large-scale requirements, the multiple engagements, the absence of off-the-shelf solutions, and the user's interfaces are all contributing to the shift to the SI approach. In this approach, responsibility for system implementation. The operations contract

INPUT's Systems answers to the changing market research into the 'Systems Integration' words that cover systems industry

## CONFERENCE AND SEMINARS

**Systems Industry Conference**  
This conference provides competitive and market industry trends and developments. Key issues and opinions are presented.

**Systems Integration Program Seminar**  
This seminar is an interactive work group session for project clients only. The results of current research are reviewed. Discussions on industry developments, market acceptance of the concept, and marketing factors are included.

## MARKET ANALYSIS REPORTS

**Systems Integration Market Analysis—U.S.A.**  
**Systems Integration Market Analysis—Europe**  
These two reports examine Systems Integration industry trends and issues in the U.S. and Western Europe. User expenditures are forecast for the next 5 years by type of SI (application, network, data) by component (computer equipment, telecommunications equipment, software packages, professional services, and associated services) and by industry sector. Particular attention is paid to commercial opportunities: federal systems integration is covered in detail in another report. The European report contrasts experiences in Europe with those in the U.S.

**Competitive Analysis of Systems Integration Vendors**  
This report analyzes industry sector trends by industry sector, contract size, and contract type. In-depth profiles are provided. Vendor strategies, implementation approaches, sub-contract and partner relationships, and the importance of various service offerings and systems are analyzed.

**Case Studies in Systems Integration**  
Vendor perspectives are presented in this report. It analyzes user expectations in initial approach selection, initial selection and contract negotiations, implementation, and post-implementation. Characteristics of successful relationships are determined. Strategies and resulting from analysis of these case studies are presented.

**Project Management in Systems Integration**  
The role of project management capabilities in winning and operating SI contracts is examined in this report. It analyzes user expectations of vendor project management skills. The role of project management technology (proprietary and public) in vendor offerings is analyzed.

1. The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that proper record-keeping is essential for the integrity of the financial system and for the ability to detect and prevent fraud. The document outlines the various types of records that should be maintained, including ledgers, journals, and supporting documents, and provides detailed instructions on how to organize and store these records.

2. The second part of the document focuses on the process of reconciling accounts. It explains the importance of reconciling accounts regularly to ensure that the books are balanced and that any discrepancies are identified and corrected promptly. The document provides a step-by-step guide to the reconciliation process, including how to obtain bank statements, how to compare them with the company's records, and how to resolve any differences.

3. The third part of the document discusses the importance of maintaining accurate records of all assets and liabilities. It emphasizes that proper record-keeping is essential for the integrity of the financial system and for the ability to detect and prevent fraud. The document outlines the various types of assets and liabilities that should be recorded, including cash, accounts receivable, accounts payable, and fixed assets, and provides detailed instructions on how to organize and store these records.

4. The fourth part of the document focuses on the process of preparing financial statements. It explains the importance of preparing financial statements accurately and on time, and provides a detailed guide to the various types of financial statements that should be prepared, including the balance sheet, the income statement, and the cash flow statement. The document also provides instructions on how to format and present these statements, and how to ensure that they are accurate and reliable.

5. The fifth part of the document discusses the importance of maintaining accurate records of all taxes. It emphasizes that proper record-keeping is essential for the integrity of the financial system and for the ability to detect and prevent fraud. The document outlines the various types of taxes that should be recorded, including income taxes, sales taxes, and property taxes, and provides detailed instructions on how to organize and store these records.

## NETWORK INTEGRATION

(2) Cont'd. This report examines the forces driving the demand for the integration of diverse networks to serve the total needs of organizations. It examines the integration of data networks as well as voice and data integration. Survey results from advanced network integration projects and assessments of benefits derived by users are also included. The report will project end user expenditures over a five year forecast period.

## COMPUTER INTEGRATED MANUFACTURING

The largest vertical market for systems integration in 1989, the discrete manufacturing industry, is forecasted to retain that position in 1994. This report examines the forces driving computer integrated manufacturing applications and identifies current vendor strategies to meet user needs. It includes a forecast of the growth of the market, identifies leading vendors and recommends strategies for successful market participation.

## CONFERENCES AND SEMINARS

(3) Systems Integration Program Seminar  
This seminar is an interactive working session which reviews and discusses the results of current research. Industry developments, client acceptance of SI, and marketing concepts are also discussed.

Joint Client Conference  
This annual conference updates INPUT's clients on key strategic industry trends and developments, and provides a forum for interaction with senior staff from other INPUT clients. Attendance at this conference is available at a reduced fee for full subscribers.

## CLIENT SUPPORT

4 Access to INPUT consultants  
Clients receive continuous support from INPUT's consultants and executives. Call them for reactions and opinions



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## RELATED SERVICES

- Market Analysis Program analyzes the computer/communications software and services markets in the U.S. and Europe.
- Vendor Analysis Program profiles and supports services vendors in North America.
- Custom Research—ongoing projects analyse market needs, competitive environment, targets, etc.
- Presentations—INPUT's consultants are available to provide presentations for planning meetings, user groups, or other functions.

## PROGRAM DESCRIPTION

### MARKET ANALYSIS REPORTS

- Systems Integration Market Analysis—U.S.A.
- Systems Integration Market Analysis—Europe
- Competitive Analysis of Systems Integration Vendors
- Case Studies in Systems Integration
- Project Management Systems

### SYSTEMS INTEGRATION INDUSTRY CONFERENCE

### SYSTEMS INTEGRATION PROGRAM SEMINAR

### CLIENT SUPPORT

- Access to INPUT Consultants
- "Hotline" Inquiry Service
- Joint Client Conference
- On-Site Visit

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1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the situation.

2. Once the problem is identified, the next step is to develop a plan of action. This involves setting goals, determining the resources needed, and outlining the steps to be taken.

3. The third step is to implement the plan. This involves putting the plan into action and monitoring progress. It is important to be flexible and adjust the plan as needed.

## PROGRAM DESCRIPTION

## MARKET ANALYSIS REPORTS

SYSTEMS INTEGRATION & SYSTEMS OPERATIONS  
MARKET ANALYSIS

VENDOR PROFILES & ANALYSIS

IMAGE PROCESSING IN SYSTEMS  
INTEGRATION

NETWORK INTEGRATION

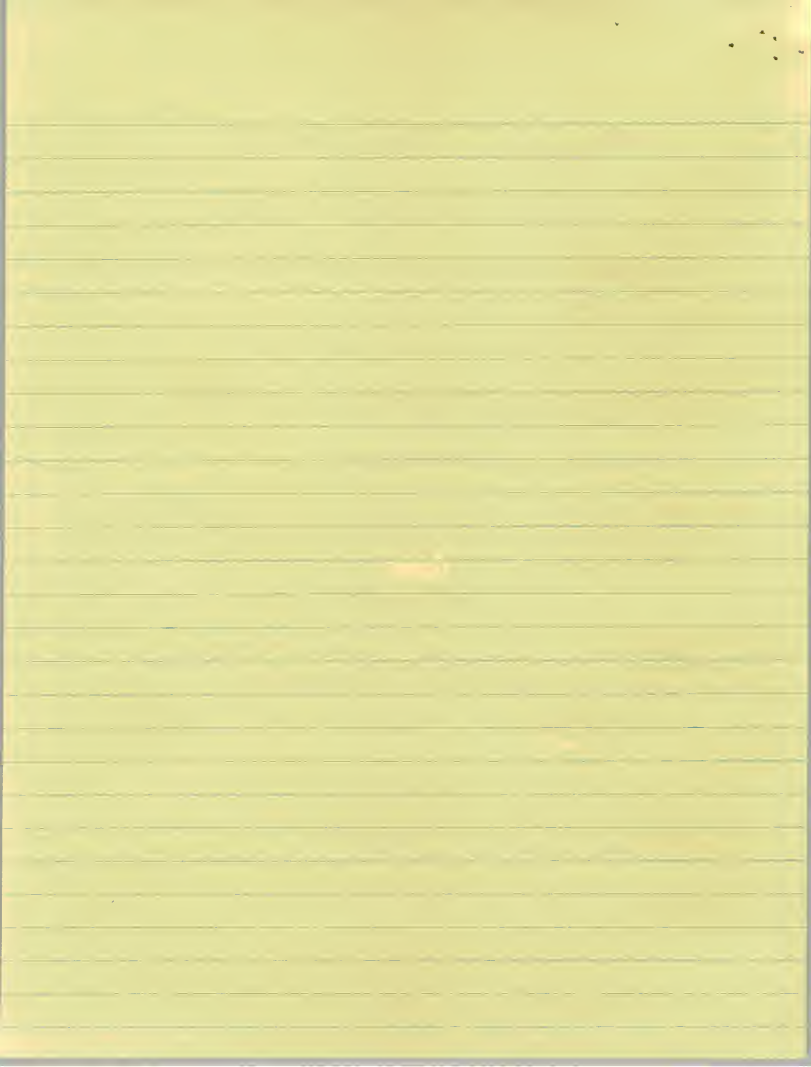
COMPUTER INTEGRATED MANUFACTURING

SYSTEMS INTEGRATION PROGRAM  
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JOINT CLIENT CONFERENCE

CLIENT SUPPORT

- ACCESS TO INPUT CONSULTANTS
- "HOTLINE" INQUIRY SERVICE
- ON-SITE VISIT



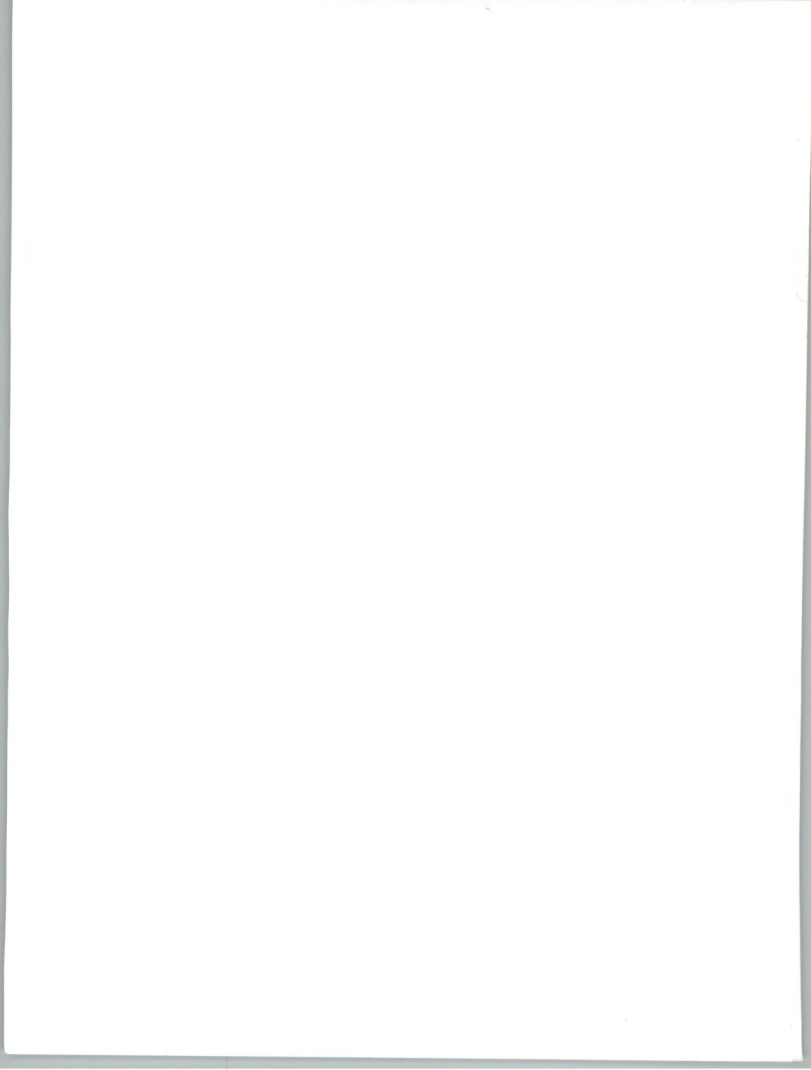


# INPUT®

Information Services Industry

Systems Integration Program





## Systems Integration Program

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### MARKET ANALYSIS REPORTS

#### Systems Integration and Systems Operations Market Analysis

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#### Systems Integration Vendor Profiles and Analysis

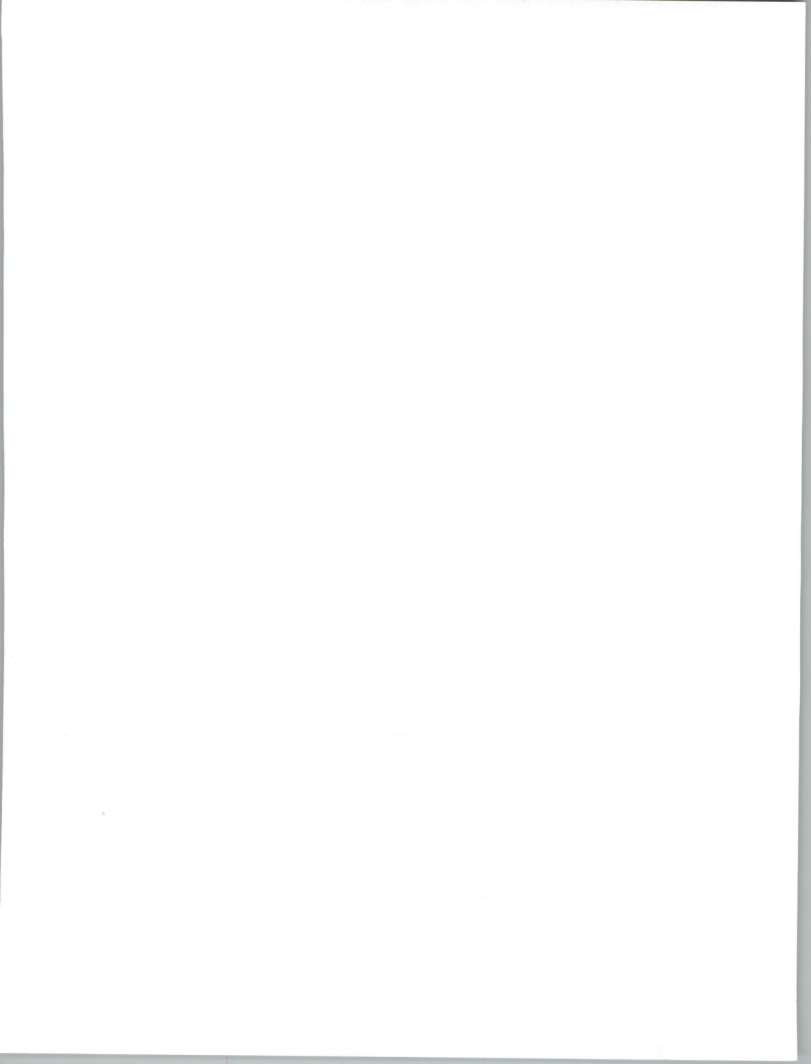
This report analyzes vendors within a competitive structure (hardware vendors, professional services firms, communications companies, and aerospace companies), and identifies similarities and differences in a variety of areas. These include: organization, financial characteristics, strategies and markets, capabilities and products. In depth profiles of key vendors, including the industry leaders, are provided.

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#### Network Integration

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## Computer-Integrated Manufacturing

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### MARKET ANALYSIS REPORTS

- Systems Integration and Systems Operations Market Analysis
- Vendor Profiles and Analysis
- Image Processing in Systems Integration
- Network Integration
- Computer-Integrated Manufacturing

### SYSTEMS INTEGRATION PROGRAM SEMINAR

### JOINT CLIENT CONFERENCE

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## RELATED SERVICES

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- The Vendor Analysis Program provides company profiles and support data on information services vendors in North America and Europe.
- Custom Research and Consulting projects analyse market opportunities, user needs, competitive environment, acquisition targets, etc.
- Consultant Presentations—INPUT's consultants are available to provide presentations for planning meetings, user groups, or other functions.

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## About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

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